

ANIMAL CARE FACILITY SUPERVISOR

DEFINITION

To plan, organize, supervise and participate in the Animal Care Facility operations; ensure the enforcement of state and local laws relating to animal control services; investigate complaints related to animal control; provide information to the public; supervise, train, and evaluate staff; and to perform a variety of technical tasks relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

The Supervisor level recognizes positions that perform full, first-line supervisory responsibilities including planning, assigning and evaluating the work of subordinates and are responsible for work unit within a section or department.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Animal Control Manager.

Exercises direct supervision over assigned personnel.

ESSENTIAL FUNCTIONS– Functions may include, but are not limited to, the following:

To plan, organize, supervise and participate in the animal care facility operations.

Supervise, assign, and review the work of assigned staff; review and evaluate employees work performance; work with employees to correct deficiencies; implement discipline procedures as directed.

Participate in the selection of staff and provide or coordinate staff training in work procedures; coordinate work schedules.

Assist in the evaluation of operations and activities of assigned responsibilities; recommend and implement improvements and modifications for work methods and procedures; recommend and assist in the implementation of goals and objectives.

Assist in budget preparation regarding anticipated equipment, material and supply requirements and directs the requisitioning of materials, supplies and equipment for the animal care facility; order, pick up, and deliver supplies; ensure adequate supply inventory.

EXAMPLES OF ESSENTIAL FUNCTIONS:

Oversee the animal adoption program; assist in the regular review of program goals and procedures; make modifications as needed.

Arrange for conducting rabies clinics.

Maintain shelter records, statistics; oversee the collection of fees and fines; prepare related reports.

Plan, prioritize, assign, supervise and review the work of staff and volunteers involved in animal care service activities.

Participate in the selection of staff assigned to the animal care facility; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures; understand the needs, concerns, and performance of subordinate staff and volunteers.

Ensure that all staff within the animal care service section know, understand, and maintain focus on the organizational missions, goals, and values.

Assist in budget preparation and administration; assist in preparing cost estimates for budget recommendations; monitor and control expenditures; prepare requisitions.

Arrange for animal safety presentations to the public (via schools, community groups, and organizations).

Answer questions and provide information to the public; respond to inquiries and/or complaints either in writing and/or verbally; may investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other agencies, employees and the public using principles of good customer service

Review City animal ordinance and recommend needed revisions and updates as necessary.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Laws and regulations governing the licensing, quarantining, impounding, care and disposal of animals.

Various breeds of dogs and cats and the methods for handling small animals.

Knowledge of:

Principles of supervision, training and performance evaluations.

Principles and practices of safety management.

Ability to:

Organize and supervise animal care operations/activities.

Interpret and explain pertinent City and department policies and procedures.

Assist in the development and monitoring of an assigned program budget.

Assist in the development and recommendation of policies and procedures related to assigned operations.

Utilize and maintain animal control information systems and automating reporting systems.

Motivate others to perform at the highest levels and achieve personal and organizational goals

Function in stressful situations with the public requiring resolution on differences related to animal regulations.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Supervise, train and evaluate assigned staff.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of education and/or experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of responsible experience in an animal shelter facility, preferably in a law enforcement agency, including one year of lead or supervisory responsibility.

Training:

Equivalent to the completion of the twelfth grade supplemented by training in animal care or a related field.

License or Certificate

Possession of or ability to obtain, a valid Class C California Drivers License.

PHYSICAL DEMANDS

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment-surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 20 pounds or less.

WORKING ENVIRONMENT

Primary work is performed indoors in an air-conditioned office environment with fluorescent lighting and moderate noise level. Some exposure to the external environment is required when performing duties in the course of work. Frequent exposure to loud animal noises, odors, pet dander, diseases and dangerous animals is necessary in the performance of duties. Work is frequently disrupted by the need to respond to in-person and telephone inquiries and sometimes irate and confrontational animal owners or animal attacked victims.

6/05